

**Senate Community Affairs Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**FAMILIES, HOUSING, COMMUNITY SERVICES AND**  
**INDIGENOUS AFFAIRS PORTFOLIO**  
**2011-12 Additional Estimates Hearings**

**Outcome Number:** 6

**Question No:** 238

**Topic:** 1800 Respect

**Hansard Page:** Written

**Senator Cash** asked:

With dereference to the performance indicator “percentage and number of women contacting the national online and 1800 service”. In the 2010/2011 Budget Statement it was staged that “There is no data presently available to report on the appropriateness and timeliness of referral”.

Please advise to date the status of this performance indicator and the workings of the national online and 1800 service.

**Answer:**

For the period 1 October 2010 to 31 Dec 2011 there were 10,890 referrals. 708 of these referrals were ‘warm referrals,’ whereby a client was directly connected through to a service that was able to assist them. In the case of a warm referral, the counsellor conducts a three-way conversation introducing the client and circumstances. The counsellor will then hang-up and exit the conversation.